

SANDY CITY  
APPROVED CLASS SPECIFICATIONS

I. Position Title: Utility Billing Clerk

Revision Date: 04/18

EEO Category: Admin. Support

Status: Non-exempt

Control No: 30371, 40371

II. Summary Statement of Overall Purpose/Goal of Position:

Under the supervision of the Budget & Billing Manager, handles all billing, collections, account maintenance, and customer inquiries related to utility accounts, all with great attention to detail and exceptional customer service.

III. Essential Duties:

CUSTOMER SERVICE

- ! Interacts regularly with the public, in person and on the phone, and assists with requests and questions in a courteous and helpful manner.
- ! Effectively resolves problems for customers within the guidelines of City policies and ordinances.
- ! Practices excellent verbal and written communication skills as a tool for avoiding and resolving conflicts with customers.

UTILITY BILLING

- ! Prepares utility bills for e-mail and/or regular mail-out to customers, including gathering billing data, entering data on computer, verifying accuracy, and printing billing notices.
- ! Reconciles billing data each month through review and completion of various reports to ensure accuracy and track performance.
- ! Facilitates collection of bills submitted to customers, including sending out collection notices, arranging utility turnoffs, making appropriate payment arrangements with customers, documenting critical account information and communication with customers, and working with legal staff for further collections.
- ! Tracks billing-related information on new developments, initiates accurate setup of new accounts, and coordinates meter sets.
- ! Researches, calculates, processes, and records billing adjustments due to incorrect utility bills, meter changeouts, appeals, etc.
- ! Utilizes billing software, meter data management software, County Recorder's site, and other related systems to identify, research, track, and resolve billing issues.
- ! Records information to appropriately finalize/start accounts in cases of bankruptcies, changes of ownership, etc., including information necessary to process refunds.
- ! Performs various duties on a rotating basis, such as, processing city utility bills, preparing journals for refunds, receiving and disseminating communication to customers and co-workers, reviewing certain account changes for accuracy, updating reports, and other duties as assigned by the Billing Manager.

IV. Marginal Duties:

- ! Operates as backup in the receptionist/cashier area, as needed.
- ! Performs other duties as assigned.

V. Qualifications:

**Education:** High school diploma or its equivalent. Six months business or related training preferred.

**Experience:** One year of related work experience with demonstrated competence; may substitute any equivalent combination of education and experience.

**Certificates/Licenses:** A valid Utah driver's license is required.

**Probationary Period:** A one-year probationary period is a prerequisite to this position.

**Knowledge of:** General office principles and procedures; arithmetic, correct grammar, spelling, and vocabulary; computer operation; computer software including word processing and basic spreadsheets.

**Responsibility for:** Moderate responsibility for making decisions that affect the activities of citizens and business owners; dealing calmly and respectfully with upset and even irate citizens and business owners.

**Communication Skills:** Communicate effectively verbally and in writing; ability to professionally furnish and obtain information from other departments; outside contact with public; provide information that can affect individuals and businesses; occasional contact with upper-level managers on matters requiring explanation and discussion; establish effective working relationships with employees and the public; relate well with a variety of persons under varying circumstances.

**Tool, Machine, Equipment Operation:** Requires regular use of a computer, printer, copier/scanner, and telephone system; occasional use of a 10-key adding machine.

**Analytical Ability:** Ability to research, reconcile, and resolve complex billing issues using critical thinking and basic calculations; follow written and verbal instructions; work independently with minimal supervision; prioritize tasks; effectively utilize computer and software programs to assist in daily work, work well under pressure and impending deadlines; pay close attention to detail; capable of reporting to multiple supervisors on multiple assignments.

VI. Working Conditions:

*Physical Demands:* While performing duties of job, employee typically handles office equipment, objects or controls; may periodically bend, stoop or crouch; and frequently communicates with others. Employee will sit or stand for long periods of time and may occasionally move up to 20 pounds.

*Work Environment:* Employee will work in a generally comfortable office setting. The noise level in the work environment is usually minimal. A moderate amount of pressure and fatigue is present during an average work day due to exposure to deadlines and dealing with the public; work procedures are established; work is referred to supervisor as questions arise.

The above statements are intended to describe the general nature and level of work being performed by the person(s) assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities and skills required of personnel so classified. The approved class specifications are not intended to and do not infer or create any employment, compensation or contract rights to any person or persons. This updated job description supersedes prior descriptions for the same position. Management reserves the right to add or change duties at any time.

DEPT/DIVISION APPROVED BY: \_\_\_\_\_ DATE: \_\_\_\_\_

PERSONNEL DEPT. APPROVED BY: \_\_\_\_\_ DATE: \_\_\_\_\_